



CLASS TITLE | INFORMATION TECHNOLOGY Systems Technician II

PAY GRADE: IT-28| www.cityoftulsa.org/pay

Class Code: 3531

Effective Date : 09/13/2023

PURPOSE OF THE CLASSIFICATION: Under general supervision provides routine first-tier technical support to end users with PC, phone, server or mainframe application problems, including activation of computer hardware and software applications and other related assigned duties.

ESSENTIAL TASKS:

- Provides technical support to end users via the telephone or from a remote location, serving as single point of contact (SPOC) for routine technology-related problems
- Identifies, evaluates, researches and resolves and/or refers technical computing hardware and software issues, network and other telecommunications systems issues, documenting, tracking and monitoring problems to ensure prioritization resolution
- Monitors, identifies and escalates critical problems and system outages requiring urgent attention
- Sets up end user access to low and medium security hardware systems and software applications
- Performs routine Service Desk incident management system software administration duties
- Assignment of requests, incidents or problems requiring second and third-tier support
- Manages trouble calls and work flows, utilizing monitoring applications to track and resolve problems with various remote control tools
- Documents problems, assignments, status and resolutions in Service Desk incident management system
- Acts as liaison between end users, technical support personnel and vendors for IT purchasing concerns, technical information, maintenance and repair service needs until problem resolved
- Researches available hardware and software system documentation to ensure accurate and appropriate assignment of problems requiring second and third-tier support
- Provides training, documentation and self-help materials on personal computers and a wide variety of software applications for end users
- Must report to work on a regular and timely basis. *(Some positions may involve After Hours emergency on-call duty assignment.)*

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. (a) Completion of sixty (60) hours from an accredited college or university including coursework in management information systems, computer science, information technology, information systems, or other related fields relevant to the essential tasks listed in this job description; **and**,
(b) Two (2) years' experience relevant to the essential tasks listed in this job description, preferably experience in enterprise-class systems analysis and/or systems administration; **or**,

2. (a) Graduation from high school or possession of a General Education Development (GED) certificate; **and**

(b) Three (3) years' experience relevant to the essential tasks list in this job description; and,

(c) Possession of a current industry accepted certification in one (1) of the following:

- 1) CompTIA A+; or
- 2) CompTIA IT Fundamentals; or
- 3) CompTIA Network+; or
- 4) any Microsoft Azure Certification



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Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of modern computer operating systems
- Knowledge of data communications networking concepts, methods and techniques, including computer interfacing
- Good knowledge of the methods and techniques used in systems analysis and related maintenance procedures
- Good knowledge of data processing systems and equipment
- Considerable knowledge of PCs, LANs, peripheral equipment and applications

Ability to:

- Recognize, evaluate and solve system and software maintenance problems;
- Express and handle oneself in a calm demeanor during chaotic situations; ability to articulate technical problems in layman terminology;
- Facilitate Information Technology training to staff and end users;
- Exercise discretion and professionalism in handling confidential information;
- Work independently and as a team;
- Courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information.

Skill in:

- Effective written communication, including problem documentation and solution documentation

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require some travel to various City locations to review systems.

EEO Code: N-03

Group: Clerical and Administrative

Series: Data Processing and Information Services